

INFORMATION PAPER

CEFC-Z
21 February 2002

SUBJECT: USACE Finance Center (UFC) Customer Service Survey

1. PURPOSE: To provide information on the 2001 UFC Customer Service Survey.
2. BACKGROUND: The mission of the UFC is to provide operating finance and accounting functions to USACE. The UFC support directly aligns with the Chief's statement, "The world's premier public engineering organization responding to our nation's needs in peace and war." The UFC strategic goals are (a) to provide the best and most cost efficient operating F&A services within DoD; (b) maintain a level of customer service/responsiveness commensurate to the mission of USACE; and, (c) advance technological capabilities in both F&A operations and financial systems. Objective and candid feedback from customers provides useful information for the UFC to identify those things customers value the most and to be able to work toward continuous improvement. Customer satisfaction surveys are an effective method of obtaining that customer feedback. In today's economy, it's critical that we know what our customers are thinking because there is usually a difference between the level of service we think we are providing and what level of services our customer thinks we are providing. We need to know:
 - a. What are our customers thinking?
 - b. How good are we really?
 - c. What kind of assistance do they need?
 - d. How do we measure up?
3. FACTS: The UFC first began using a customer service survey in 1998, which was before completing consolidation of all CONUS operating finance and accounting functions. Until our 2001 survey, the survey questionnaire remained the same. For 2001, we changed the survey questionnaire to address questions by specific UFC functional area, added additional questions and expanded the survey to include our two Automated Information Systems, Corps of Engineers Financial Information System (CEFMS) and Corps of Engineers Enterprise Information System (CEEMIS). The customer service survey questionnaire was sent to each USACE activity serviced by the UFC on 20 November 2001 with a requested reply by 31 December 2001. A reminder was sent on 4 January 2002. Thirty-four USACE activities responded. The low response rate is typical of most surveys. The questionnaire used a rating scale of 1 (non-applicable) through 5 (very good) for each question and the activities were requested to provide comments on items rated below 3 (fair). The overall average range was 3.5 to 4.7. Although, we are very satisfied with the results and especially the results for CEFMS, it does leave room for improvements in each functional area as we continue to strive to be the best. I have included a survey questionnaire with the overall average results by the 34 activities that replied.
4. CURRENT STATUS: We are currently analyzing the 2001 survey results and comments to implement changes where possible to improve our services. We are also reviewing our survey questionnaire to incorporate other key measures of business performance in our 2002 survey.